

Who is CRMFirst

CRMFirst = Adriaan Dronkers, specialised in CRM advisory and implementation of Oracle | Siebel technology. The past 9,5 years Adriaan has worked on many Siebel implementation projects at various clients as (senior) developer, team lead and business analyst. Since 2006, Adriaan is working as an independent CRM consultant.

As senior developer Adriaan is very familiar with the IT side of Siebel implementations; Adriaan has developed various interfaces using EAI, Web Services, EBCs, VBCs, Business Services, Workflows and Policies. Adriaan had been involved in several Siebel upgrades as EIM and data migration expert.

As business analyst / solution architect Adriaan has been responsible to conduct requirement gathering workshops, (re-)design of business processes, define IT solution directions and functional designs.

In the role of technical lead of several development teams, Adriaan has demonstrated how to manage an end-to-end Siebel implementation projects within time and budget, while ensuring the implementation of best-practices and methodologies.

Adriaan is Siebel trained and certified (Siebel 7.7, 7.0 and 2000).

Adriaan is officially ITIL certified.

Adriaan has a Master of Science in Applied Physics (Technische Natuurkunde) at the Delft University of Technology and speaks fluent Dutch, English and French